(e) Replacement of old fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction of overhead span in local loop.

3. *Computerisation of the following has been taken up :*

(a) Fault Repair Service.

(b) Comprehensive Financial Management System Service including commercial and billing activities.

4. *Opening of Additional Computerised Customer Service Centres/Quick Customer Service Centres.*

5 Increased access to telephones by opening :

(i) Additional Public Telephones for local & STD calls.

(ii) Telecom Centres.

6. *Improved Customer Interface :*

(a) Conduction of Telephone Adalats.

(b) Conduction of Open House Sessions.

(c) Decentralisation of several commercial activities, to Divisional Customer Service Centres.

(d) Easy accessibility of field officers to general public.

7. MTNL is also considering use of wireless technology in local loop and introduction of fibre in the loop.

Intimidation over Telephone

7027. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether some of the residents of Pocket 'A' Ashok Vihar, Phase-II Delhi had complained to Shakti Nagar Telephone Exchange that they were being criminally intimidated over telephone;

(b) whether Shakti Nagar Telephone Exchange prescribed some drill to the complainants and the same has been undergone by the complainants;

(c) whether Mahanagar Telephone Nigam Ltd. made efforts to trace out the Nos. miscreants, if so, what are the details thereof; and

(d) whether legal action, if any, has been taken against the miscreants; if so, what are the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. There was a complaint of this nature on Telephone No. 7134484 working for Smt. Santosh Kumari Trehen resident of Flat No. 92A, Pocket 'A' Ashok Vihar, Phase-II, Delhi-52.

(b) and (c) The complainant was requested to provide assistance in the matter. The telephone number was put under observation on 27.5.94. There was a malicious call on the number at 21.35 hours on 1.6.94. The calling party could not be identified though the attempt to trace the call was made. There was another malicious call on the number at 13.35 hours on 3.6.94 and the calling number was identified.

(d) Action as per Indian Telegraphs Rules is being taken.

बेनीपुर के लिए एक अलग टेलीफोन केन्द्र

7028. श्री रामगोपाल यादव:
श्री अनन्तराम जायसवाल:

क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार दरभंगा जिले में बेनीपुर के लिए एक अलग से टेलीफोन केन्द्र स्थापित करने पर विचार कर रही है;

(ख) यदि हां, तो इसकी कब तक स्थापना किये जाने की संभावना है; और

(ग) यदि नहीं, तो इसके क्या कारण है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) और (ख) दरभंगा जिले के बेनीपुर में 88 लाइनों का एक इलेक्ट्रानिक टेलीफोन-एक्सचेंज पहले से ही काम कर रहा है और इसका 1995-96 के दौरान पुन: विस्तार किए जाने की योजना है।

(ग) प्रश्न नहीं उठता।

दरभंगा में बहेरा और बहेरी के बीच टेलीफोन लाईन

7029. श्री रामगोपाल यादव: क्या संचार मंत्री यह बताने की कृपा करेंगे कि: